



Health Services LOS ANGELES COUNTY

Los Angeles County Board of Supervisors

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To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.



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September 28, 2015

TO: Mayor Michael D. Antonovich
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: **ADVANCE NOTIFICATION OF INTENT TO EXTEND AN EXPIRING SOLE SOURCE AGREEMENT, NUMBER H-704368, WITH SAGA TECHNOLOGIES, INC.**

This is to advise the Board that the Department of Health Services (DHS or Department) intends to return to the Board within the next six (6) months to request Board approval to amend an existing Sole Source Agreement with Saga Technologies, Inc. (Saga) to extend ongoing maintenance services and Additional Work of the Enterprise Medical Hub (E-mHUB) System. Board Policy No. 5.100 requires at least six months prior written notice to the Board of a department's intent to enter into sole source negotiations for an extension of a Board-approved Sole Source Agreement. This Agreement expires on March 30, 2016.

BACKGROUND

The Department operates six (6) outpatient clinics called Medical Hubs at Harbor-UCLA Medical Center, High Desert Regional Health Center, LAC+USC Medical Center, Martin Luther King, Jr. Outpatient Center, Olive View-UCLA Medical Center, and LAC+USC East San Gabriel Valley satellite location at MacLaren Children's Center that assist children involved with the Department of Children and Family Services (DCFS). These clinics provide ongoing health care, medical assessments for children suspected of child abuse and neglect, and medical exams for children entering foster care.

Prior to the establishment of the E-mHUB System, communication between the Medical Hub Clinics and DCFS was inefficient and inadequate. Staff relied on phone calls, faxes, and manual data entry

which were time consuming and prone to errors. On May 16, 2006, on Motion by Supervisor Burke, the Board of Supervisors instructed the Chief Information Officer (CIO), Chief Executive Office (CEO), County Counsel, DCFS, DHS, and the Department of Mental Health (DMH) to explore the feasibility of the development of a cost-effective data system for the Medical Hub Clinics. One Medical Hub at LAC+USC Medical Center had implemented Saga's mHUB, a proprietary standalone custom application, to track patient data and appointments. The mHUB system contained essential patient information, such as medical and forensic information and records, tracked patient and provider appointment schedules, and supported the LAC+USC Medical Hub workflows.

After extensive analysis, an interdepartmental workgroup concluded that the most feasible and cost-effective option to meet the business needs of both DHS and DCFS, was to enhance the mHUB system, exclusively used at the LAC+USC Medical Hub, to an E-mHUB System for use at all the six (6) DHS Medical Hubs. On September 11, 2008, the Board was notified of DHS' intent to enter into sole source negotiations with Saga. On March 30, 2010, the Board approved a Sole Source Agreement with Saga for a perpetual license to use the E-mHUB software application including maintenance and additional work for use at all six (6) DHS Medical Hubs for a term of five years and an additional optional one-year extension through March 30, 2016. The E-mHUB System was fully implemented in Spring 2011. The E-mHUB System is a web-based application hosted by the Internal Services Department in Downey, California. Expansion to an enterprise solution provided the six (6) DHS Medical Hub clinics with a means to provide a cost-effective data system for the Medical Hub Clinics by keeping better track of patient and provider appointment schedules, capturing medical and forensic information, and supporting interdepartmental workflows in a secure application.

The E-mHUB System was a Top Ten Award winner for the County of Los Angeles (County) 2012 Productivity and Quality Awards for its excellence in improving coordination of care for the County's DCFS-involved children. In Fiscal Year (FY) 2014-15, the DHS Medical Hub Clinics provided a total of 33,742 visits; these children have greatly benefitted from the improved coordination of care provided through the E-mHub System.

JUSTIFICATION

DHS is recommending an extension to the E-mHUB Agreement with Saga to continue to provide care for DCFS-involved children at the six (6) DHS Medical Hub clinics. The E-mHUB System is a proprietary software product that has been developed exclusively for the County. The County has devoted significant resources to the E-mHUB System. County staff from multiple departments have participated extensively in the development, customization, and enhancement of the E-mHUB System. From October 2008 to June 2009 and from May 2010 to December 2011, a workgroup consisting of five to six key DHS and DCFS staff and approximately 20 staff from all six DHS Medical Hubs, DCFS, DMH, Department of Public Health (DPH), and Saga met weekly contributing many hours to enhance the mHUB System which ultimately developed into the E-mHUB System.

The extension of the E-mHUB System Agreement with Saga will enable the Department to continue to provide the following for DCFS-involved children:

- Receive DCFS electronic patient referrals;
- Track patient and provider appointment schedules;
- Capture patient medical and forensic information;
- Obtain necessary medical information faster and more efficiently;
- Generate electronic PDF versions of forms, reports, and examination results;
- Provide notification of missed appointments;
- View a child's medical information from one Medical Hub to another Medical Hub, which enhances the child's treatment and improves continuity of care;
- Allow Public Health nurses located at DCFS offices to view limited E-mHUB screens to obtain and input DCFS' case management system follow-up information to better coordinate the child's care; and
- Ensure access to health information is in compliance with State and Federal confidentiality and privacy laws.

A workgroup continues to convene multiple times each year to develop and prioritize enhancements of the E-mHUB System. If this Agreement is not extended beyond March 2016, maintenance and additional services, which provides for preservation, enhancement, and warranty to the E-mHUB System, will terminate. Continued use of the E-mHUB System without updated maintenance could make County data susceptible to security breaches due to outdated software applications in the E-mHUB System. Eventually, to mitigate this potential security breach, the coordination of health care services provided by the six (6) DHS Medical Hub clinics for DCFS-involved children will revert back to time consuming phone calls, faxes, manual data entry, and the possibility of significant errors. Furthermore, the County would no longer afford the support services necessary to effectively maintain, use, or enhance the E-mHUB System. Most importantly, Saga's involvement in the development of the E-mHUB System to what it is today and their technical support and expertise of the System will cease.

DHS has conducted a search of comparable products and is unable to find another vendor or system that can perform or provide the functionality required for the E-mHUB System. Saga has developed the E-mHUB System that is unique to Los Angeles County that includes input and development from multiple County departments. Saga is the only vendor that could efficiently and economically update, maintain, support, and customize modifications to the current E-mHUB System. As a result of the County's and Saga's collaboration and development of E-mHUB System, it is not possible that there are other software companies that have developed a System similar to the E-mHUB System used by the six (6) DHS Medical Hub Clinics to serve children involved with the DCFS.

CLOSING

Consistent with the new Sole Source Board policy, I am informing the Board of my intention to proceed with an amendment with Saga. If no objection is received from the Board, we will proceed with the contract extension.

If you have any questions or require additional information, please let me know or your staff may contact Kathy Hanks, Director, Contracts and Grants Division, at (213) 240-7819.

MHK:lr

c: Chief Executive Office
Executive Office, Board of Supervisors
County Counsel
Chief Information Office

REVIEWED BY:

Richard Sanchez *PKL*
Richard Sanchez
Chief Information Officer

9/30/15
Date